



STATE OF IOWA

MASTER AGREEMENT

Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 07-28-2008
 EXPIRATION DATE: 07-27-2009
 PAGE: 1 of 4

VENDOR: dba ThinkSafe

RETRAC INC
 1105 Hawkeye Dr

Hiawatha, IA 52233
 USA

VENDOR CONTACT:

Paula Wickham

PHONE: 319-377-5125 EXT:

EMAIL: pwickham@think-safe.com

ISSUER:

JEANETTE CHUPP

PHONE: 515-281-6288

EMAIL: Jeanette.Chupp@iowa.gov

FOB FOB Ship Pt, Freight Allowed

Contract For: Emergency Readiness and Response Equipment

The parties agree to comply with the terms and conditions on the following attachments which are by this reference made a part of the Agreement. Attachment 1: General Terms and Conditions for Goods/Services contracts posted at web-site http://das.gse.iowa.gov/terms_goods.pdf and http://das.gse.iowa.gov/terms_services.pdf. Certified Targeted Small Business Contract for the provision of emergency readiness and response equipment to be provided on an as-needed basis under the authority of Iowa Code Section 18.6(8) and Administrative Rule 401-7.3(4). State of Iowa Agencies and Departments may purchase goods and services from a Certified Targeted Small Business (TSB) in an amount up to \$10,000 per purchase. For order placement, price quotes or customer service Phone 319-377-5125 or FAX 319-377-4224 or E-Mail Paula Wickham at pwickham@Think-Safe.com or Jen Mittan at JMittan@Think-Safe.com. Web-Site Address for Product Information: www.think-safe.com. Product pricing shall be quoted upon request. Note: Refer to additional information attached.

RENEWAL OPTIONS

FROM 07-28-2009 TO 07-27-2010

FROM 07-28-2010 TO 07-27-2011

AUTHORIZED DEPARTMENT

ALL

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		STATE OF IOWA	
CONTRACTOR'S NAME (If other than an individual, state whether a corp., partnership, etc.) <i>Paula Wickham</i>		AGENCY NAME <i>Dept. of Administrative Services</i>	
BY (Authorized Signature) <i>Paula Wickham</i>	Date Signed <i>7/28/08</i>	BY (Authorized Signature) <i>Jeanette Chupp</i>	Date Signed <i>July 22, 2008</i>
Printed Name and Title of Person Signing <i>1105 Hawkeye Dr</i>		Printed Name and Title of Person Signing <i>Jeanette Chupp</i>	
Address <i>Hiawatha, IA 52233</i>		Address <i>Hoover Bldg., Des Moines, Iowa</i>	



STATE OF IOWA
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MA# 005 TSB0033-09

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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000		4753780	\$0.000000
			TRAUMA KITS	\$0.000000
			TRAUMA KITS	
			. .	
2	0.00000		3451033	\$0.000000
			CPR ACCESSORIES AND SUPPLIES	\$0.000000
			CPR ACCESSORIES AND SUPPLIES	
			. .	
3	0.00000		4651455	\$0.000000
			DEFIBRILLATOR, PARTS AND ACCESSORIES	\$0.000000
			DEFIBRILLATOR, PARTS AND ACCESSORIES	
			. .	
4	0.00000		4651420	\$0.000000
			DEFIBRILLATOR/MONITOR, AC OR DC POWER SOURCE	\$0.000000
			DEFIBRILLATOR/MONITOR, AC OR DC POWER SOURCE	
			. .	
5	0.00000		05527	\$0.000000
			Emergency Kits for Vehicles Including First Aid Kit, Tools,	\$0.000000
			Emergency Kits for Vehicles Including First Aid Kit, Tools,	
			. .	
6	0.00000		06530102703	\$0.000000
			FIRST AID KIT	\$0.000000
			FIRST AID KIT	
			. .	
7	0.00000		34540	\$0.000000
			First Aid and Safety Teaching Equipment and Supplies: Charts	\$0.000000
			First Aid and Safety Teaching Equipment and Supplies: Charts	
			. .	
8	0.00000		96286	\$0.000000
			Transportation of Goods and Other Freight Services	\$0.000000
			Transportation of Goods and Other Freight Services	
			. .	
9	0.00000		95290	\$0.000000
			Training and Instruction (For Clients, Not Staff)	\$0.000000
			Training and Instruction (For Clients, Not Staff)	
			. AED Training CPR Training BLS Training including E-Learning	
10	0.00000		92435202681	\$0.000000
			FIRST AID/CPR TRAINING (PER STUDENT, PER COURSE)	\$0.000000
			FIRST AID/CPR TRAINING (PER STUDENT, PER COURSE)	
			. .	
11	0.00000		92435260705	\$0.000000
			BLOODBORNE PATHOGENS TRAINING (PER STUDENT, PER COURSE)	\$0.000000
			BLOODBORNE PATHOGENS TRAINING (PER STUDENT, PER COURSE)	



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
12	0.00000		34532	\$0.000000
			First Aid Cabinets, Kits, and Refills	\$0.000000
			First Aid Cabinets, Kits, and Refills	



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TERMS AND CONDITIONS

Terms & Conditions Service

The parties agree to comply with the terms and conditions on the following web site which are by this reference made a part of the Agreement. General Terms and Conditions for service contracts are posted at: http://das.gse.iowa.gov/terms_services.pdf

Terms & Conditions Goods

The parties agree to comply with the terms and conditions on the following web site which are by this reference made a part of the Agreement. General Terms and Conditions for goods contracts are posted at: http://das.gse.iowa.gov/terms_goods.pdf

Targeted Small Business Detail



1105 Hawkeye Drive • Hiawatha, Iowa 52233
888.473.1777 or 319.377.5125 • www.think-safe.com

Business Name: Retrac, Inc.

TSB Type: Female

Service Categories: Safety Equipment

Operating Radius: International

Effective Date: 08/30/2007

Renewal Date: 08/30/2009

Paula Wickham	Female	65%	01/01/2004
Annette Carter	Female	35%	01/01/2004

Location and Contact Information

Business Description: Safety Equipment, first aid kits and supplies. First aid & CPR training. Automated external defibrillators (AED) and AED training. Emergency response bags and color coded systems.

Business Street Address: 1105 Hawkeye Drive

City: Hiawatha

Zip: 52233-1103

Business Phone Number: 319-377-5125

Business Email Address: pwickham@think-safe.com

Fax Number: 319-377-4224

**Counties where Business
is Located:** Linn

Contact Person: Paula Wickham

ENDORSED AND ACCEPTED BY:
*Emergency physicians & nurses,
EMTs, occupational health doctors
& nurses, safety engineers, risk
managers, medical directors,
insurance loss specialists &
underwriters.*

CERTIFICATIONS/MEMBERSHIPS

Targeted Small Business
Disadvantaged Small Business
Government CCR CAGE 488V5
ISO 9000 Manufactured
Exceeds OSHA Compliance Standards
Better Business Bureau

NOMINATIONS/AWARDS

Community Service Award –
Iowa Illinois Safety Council
New Product Recognition – World
Safety Congress / National Safety
Council
New Product Recognition – EMS Expo
New Product Recognition – National
Business Aviation Association Expo
New Product Showcase winner –
Firehouse Expo 2006
Inventor of the Year finalist –
Technology Association of Iowa
Prometheus Awards

PUBLICATIONS

Written up in *Facility Safety Magazine*,
Professional Safety, *Industrial Safety
& Hygiene*, *Occupational Safety &
Health*, *Business Jet Traveler*, and
Industrial Hygiene News

PRODUCT LIST

First Voice™ SET Systems –
numerous systems available
depending on environment and use

First Voice™ Electronic Voice Units –
The only multiple injury and interactive
field-use/training units on the market

First Voice™ ResQR Software – Voice
software for your PC, Laptop, Pocket
PC, or PDA

AmpuSave™ – Digit preservation
& transport bag

First Voice™ E-Learning – Liability
protection tool. Web-based E-learning
on use of SET system integrated
with Basic Life Support protocol
certification coursework

Customized **First Voice™** SET
Systems and Bag Systems

About Us

Think Safe, Inc. is committed to setting new standards for comprehensive emergency readiness and response. We manufacture innovative products for injury management and develop resources to improve access to emergency medical training.

Our **First Voice™** Self-Contained Emergency Treatment (SET) systems raise emergency first aid to a new level. Conceived by a hospital flight nurse, **First Voice™** contains everything needed to equip those first on the scene of an emergency with the training and tools to provide fast, definitive care. Our patent-pending SET systems combine voice instructions with prepackaged medical supplies in one convenient, portable case. Using an interactive series of yes/no prompts, the system talks responders through the treatment of over 30 major emergencies, including burns, broken bones, severe bleeding, breathing/choking incidents, head/neck/spine injuries, diabetic events, strokes, CPR procedures for adults, children and infants, and many other emergencies. The instructions cover the assessment and treatment of multiple injuries and provide protocols for HAZMAT/Homeland Security threats. To safeguard the health of the responder and victim, essential supplies, such as safety gloves, masks with eye protection, and a bloodborne pathogens clean-up kit, are also included.

The widespread use of AEDs (automated external defibrillators) in both public and private settings illustrates the power of technology-based solutions to emergency response. Over the past decade, AEDs have saved the lives of thousands of cardiac arrest victims. **First Voice™** delivers similar technology for responding to a much wider range of potentially life-threatening emergencies.

The flexibility of this system allows for easy use in corporate and industrial or manufacturing environments, construction work sites, schools, marine and aviation settings, childcare centers, sports fields and arenas, parks and recreational facilities, and other public gathering places, remote locations, or areas with high risk of injury.



First Aid. First Choice.

First Voice™ is the only first aid voice system that immediately helps your staff provide the right treatment for over 30 emergencies with easy-to-use prepackaged supplies.

Bleeding/Shock/Childbirth:

- Severed body part
- Severe bleeding
- Knocked out tooth
- Wound with protruding object
- Removal of a protruding object obstructing the airway
- Abdominal injuries
- Organ/bone exposure
- Nose bleeds
- Medium/small cuts & scrapes
- Shock protocol
- Emergency childbirth
- Gunshot/stabbing wound

Eye:

- Protruding eye injury
- Object embedded in eye
- Chemical in eye
- Cut/puncture to eye or surrounding area
- Flash or welding injury to eye
- Retinal detachment
- Foreign matter in eye

Bone/Sprain:

- Injury to pelvis, hip, upper leg, and ribs
- Open fractures (bone/tissue protruding)
- Pillow, sling, and splinting
- Lower leg, arm, hand, & ankle treatment

Seizure/Diabetic:

- Treatment/airway management during seizure
- Treatment for conscious diabetic

Heart/Chest Pain/Stroke:

- Heart attack & chest pain
- Stroke

Head/Neck/Spine:

- Protection of head/neck
- Airway management using jaw thrust maneuver

Burns:

- Heat or thermal burns (from superficial to severe)
- Chemical burns
- Electrical burns
- Shock protocol

Heat/Cold/Overexertion

- Heat-related illness
- Heat stroke
- Frostbite and treatment
- Hypothermia

Other:

- Chemical/Biological/Radiation
- Allergic reactions
- Childbirth emergency
- Bites and stings
 - Insect bites
 - Animal bites
 - Spider/scorpion bites or stings
 - Marine life stings (jellyfish, sea anemone, or Portuguese man-of-war)
 - Snake bites

CPR/Choking/Drowning:

- Adult, infant, child, newborn CPR protocols
- Airway management
- Rescue breathing
- CPR positioning and chest compression technique
- Pacing of compressions

Multiple injuries:

- Addresses ABC's and prioritizes treatment of multiple injuries



FV5000
SET System

Call us for a complete list
of SET systems and products

888.473.1777 • 319.377.5125

1105 Hawkeye Drive • Hiawatha, IA 52233

www.1st-voice.com or www.think-safe.com

A Patent Pending Product of Think Safe, Inc.



1105 Hawkeye Drive • Hiawatha, Iowa 52233 • 888.473.1777 or 319.377.5125 • www.think-safe.com

Capability Summary

Product Experts:

- Extensive knowledge on all brands of Automated External Defibrillators (AEDs)
- Extensive knowledge on first aid kits, emergency responder supplies or accessories
- Extensive knowledge on first aid or CPR training and simulation devices
- Product tracking system in place for all expiration dates of any product sold
- FREE Heartstart Review Express program for event review on AEDs sold
- Product support and post event support toll free at 888-473-1777 help line

Training:

- Medic First, American Heart Association (AHA), American Red Cross, Emergency Care & Safety Institute (ECSI), National Safety Council (NSC) and American Safety & Health Institute (ASHI) approved trainers
- Majority of trainers are EMTs or nurses with field experience
- Assist with new employee AED training & emergency response procedure notification
- National annual fixed training contracts for CPR, First Aid & AED responders per facility or company instructor training updates are available – all national certifications
- CPR, First Aid & AED Online certified training solutions provider
- Capable of tracking instructor and responder training certifications by company location/facility – notification of expirations included in training contract
- Online refresher training solutions (www.firstvoice-learning.com) for monthly or quarterly responder training meetings
- Experts on refresher training tools that can be integrated with responder systems

Program Management:

- AED and emergency response policy suggestions and examples provided to customers
- AED checklists provided for all AED locations
- First Voice checklists and expiration date management included FREE for large contracts
- AED Program management can include medical directive & local EMS notification for up charge
- AED inventory management provided notifying of all AED expiration dates & recalls
- AED inspection tags provided with each AED sold
- AED fast response supplies provided with each AED sold
- AED new employee training - online demos provided FREE
- Regulatory updates provided via VOICE newsletter or email notification



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PROVIDING VALUE

**Think Safe provides value in the AED purchase & implementation process or
AED Program Management for your organization**

Inspection Tags: All of our products come with AED Inspection tags. They allow for easy verification of maintenance checks & ready to run status of your AEDs

AED Training Demos: (in addition to certified training)

As you train new employees or want to educate people within your organization on your AED program, use online demos to help train and assimilate people with the type of AED your facility has. An example of one such demo:

http://www.medical.philips.com/main/products/resuscitation/products/onsite/onsite_demo.asp

AED Policy and Maintenance Tools:

Attached are a sample AED policy and a sample checklist. Two other good resources for checklists and policies are available via these resource links and we have many more:

http://www.ehs.psu.edu/occhealth/AED_Inspection_Form.xls

http://uphys.msu.edu/aed_policy.pdf

AED Program Management:

For an annual fee, we will manage your AED Program and provide inventory expiration dates on batteries, pads or any other supplies stored with your AED. We will also manage certified AED users training expiration dates. Medical director sign off and EMS/local notification can be included in this service for additional fees. National fixed fee training contracts can also be arranged for your CPR, First Aid & AED certified training needs.

Alarmed Cabinets:

We can help you to find an alarmed cabinet or basic non-alarmed cabinet, depending on your needs and where you place the AED. We also make sure you are putting proper supplies with your AED per state regulated mandates, if any.

Other Tools:

We make sure you consider all of the following when purchasing your AED:

- 1) Signage – flat, horizontal, or V-signs
- 2) Decals for doors/windows
- 3) Extra battery and extra pads for reserve purposes
- 4) Training pads or AED trainer equipment
- 5) Integration of responder supplies to meet responder team needs for any major trauma
- 6) Cabinets that can hold a responder bag, oxygen and AED

Post-event Review:

FREE Heartstart Review Express 3.1 allows for data to be transferred and stored to your medical director and local EMS for event review and training updates to your staff. If you need more sophisticated reporting mechanisms we can assist in that decision process.

Regulatory Updates:

Staying up to date via newsletters and industry information – The Voice is provided by Think Safe as a FREE service for any customer and it covers new AED recommended procedures, updates, recalls, and any other liability protection information for your company or organization and responder team.

Customer Support:

Call our customer service team at Think Safe if you have any questions or product support needs.

Call us today at (888) 473-1777!

Frequently Asked Questions

Is online training an approved way to receive CPR or First Aid certification?

Yes. Online training is now an approved method of CPR and First Aid certification. We have successfully certified thousands of students online. We have also certified nurses, physicians, chiropractors, dentists, dental assistants, teachers, physical therapists, personal trainers, foster parents, coaches, home health aides and many others.

What training organization is your accreditation through?

We are accredited through the American Health Association. They are a national training organization that meets ECC guidelines including all fifty states training requirements. We follow the same accreditation guidelines as American Heart Association and American Red Cross. For additional information about the American Health Association, here is their web address; www.americanhealthassoc.org

What kind of certification card will I receive once I have completed my training?

Cards issued are from the American Health Association. The American Health Association is a nationally accredited training organization that has certified tens of thousands of students over the years. AHA cards are accepted in all 50 States and Canada.

How do I enroll for online training?

First, start by calling Think Safe at **888-473-1777**. We will go over which programs are right for you. Upon purchase, you will be emailed a link and instructions for logging in. Go to the linked website. Then fill out the student information form and begin your online class.

How do I enroll 2 or more for online training?

Let us know how many students you have and purchase the appropriate number of courses. In your student area there is a option that allows you to change the student name on your course to whomever you like. Each student records their own personal information.

What happens after I enroll?

Immediately after enrolling your will be emailed your link and given a password or keycode with which to log in. Once you have logged in, you can view (or create) your personal information along with your class information. There will be links to take the online courses that you purchased.

Do I receive a course textbook when taking an online course?

No. From the date of your online enrollment you will have access to your training course for 6 months. You can review the online course material as often as you like during that period.

Are the online tests complicated or difficult to pass?

No. Hundreds of students have already taken our online training and successfully passed all of our online courses. Many are saying that the tests were simple and easy to understand.

How long does the training take?

Each course is self-paced and generally takes 30-60 minutes to complete.

What if I don't pass the Test questions given during the online training? No problem! You can take the test as many times as you like until you successfully pass all segments of the training.

How do I get my certification card?

After completing your training course, a printable certificate will be generated and available to you in the student section. Your actual nationally accredited certification wallet card/s will be mailed within 5 business days after completion.

How much does it cost?

- + Adult CPR & First Aid Course \$39.95**
- + Adult CPR Course \$24.95**
- + Adult-Child-Infant CPR & First Aid Course \$39.95**
- + Adult-Child-Infant CPR Course \$29.95**
- + Automatic Defibrillator Course \$24.95**
- + Bloodborne Pathogens Course \$24.95**
- + First Aid Training Course \$24.95**
- + Healthcare Provider CPR Course \$29.95**

Featured Products – SET Systems



Fits AED in top pocket

FV3100 SET System \$1,299



FV3500 SET (includes Onsite AED) \$2,759
FV3600 SET (includes FRx AED) \$3,343



M3100 SET System \$1,299



FV4100 SET System \$1,299



Portable Design!



FV4500 SET (includes EID & Onsite AED) \$2,759
FV4600 SET (includes EID & FRx AED) \$3,343



Best in class: First Responder System
FV5100 SET System \$1,899
FV5600 With Emergency Response Cart \$1,999

Featured Products – SET Systems & Responder Kits



M3105 Rugged Kit - Large \$699



FV1105 First Responder Jump Bag \$699
FV3505 With Onsite AED \$2,159
FV3605 With FRx AED \$2,594



M3600 Rugged Wheeled SET System (no AED) \$1,599
M3600X Rugged Wheeled SET w/Oxygen (no AED) \$1,839
M3699 Rugged Wheeled SET w/FRx AED \$3,734
M3699X Rugged Wheeled SET w/FRx & Oxygen \$3,974



M515 Rugged Kit - Small \$399



FV4105 Backpack Responder System \$699
FV4505 With Onsite AED \$2,159
FV4605 With FRx AED \$2,594



FV825 Basic First Responder Bag \$179
FV815 Deluxe First Responder Bag \$229
FV845 Camp Responder Bag \$189

Featured Products – AEDs, EIDs, Software

Top–Selling Automated External Defibrillators



**Philips HeartStart
OnSite AED \$1,275**



**Philips HeartStart
FRx AED \$1,650**

Call us for all your AED accessories – Cabinets,
Extra Pads, Cases, etc. 888-473-1777

ResQR Software



Emergency Instruction Device (EID)



AVU5000 \$599
Emergency Instruction Device (EID)



AVU5600 \$699
EID Training System
Training Scenarios, Handbook & EID
With Waterproof Pelican Case

Talking First Aid Software



R1000 \$49.99
PC / Laptop First Aid
Training Software



PAQ1000 \$49.99
Pocket PC Software
Step-by-Step Talking
First aid Software

Featured Products – Other Lifesaving Products



First Voice Responder Handbook \$59.95



First Voice Re-supply Trauma Packs Call for Pricing



First Voice Training Scenarios \$69



Emergency Response Cart \$179



**AED Rugged Case \$159
Heated Options
Available – Call for Prices**

**AED & First Voice Cabinets
Various sizes & prices (alarmed & non-alarmed)**





1105 Hawkeye Drive • Hiawatha, Iowa 52233 • 888.473.1777 or 319.377.5125 • www.think-safe.com

Making Minutes Matter

When you need to solve a difficult math problem and make sure it is right- do you do it with pen/paper or with a calculator? Of course, the calculator ensures accuracy.

Now think about what a manufacturing or industrial company's responder team and role. Do they have a way to make sure they are always doing the right things for those injured or with medical emergencies while they are at work? Keep in mind that national averages for 9-1-1 response are 8-10 minutes and 50% of CPR/First Aid skills knowledge is forgotten just 6 weeks after certification. What those responders do in those first few minutes is vital to the outcome and costs incurred. Is relying on their skill retention and 9-1-1 dispatch for the answers a sure bet?

Think Safe's top-selling and proven life saving portable EMT system includes responder supplies as well as an [Emergency Instruction Device \(EID\)](#). The EID is quite simply a "first aid/EMT calculator". Much like the well-known calculator has improved math accuracy from 50 years ago when we did math using our pencils and paper; First Aid care and training has been taken to a new technology-aided level of accuracy and improved results. With the simple press of a button, instant detailed American Heart Association approved instructions on what to do are immediately heard and seen by the responder or lay rescuers providing care. Simple yes/no questions guide any responder through what to do for over 30 traumatic situations including multiple injury traumas.

In addition, [Think Safe responder bags](#) have the unique quality of prepackaged supplies within color-coded TRAUMA categories which match the EID; decreasing chaos during emergencies and giving tools and PPE necessary for trauma situations during the first few minutes of care. These bags offer more than any standard ANSI first aid kit yet keep them easy-to-use and restock plus protect the victim and responder. Bags come in backpack, jump bag and other configurations to fit your storage and the response needs of your environment.

Please view the attached white paper on Hybrid Training and Reduction in Overall Costs of Production regarding CPR/First Aid programs. The paper focuses on ways to take mandated training to a new level plus pair it up with our proven technology for any responder team or lay rescuer. As an added benefit, when coupled with a transition to hybrid/blended training methods the company WILL SAVE money during the initial year plus every year going forward.

Think Safe products are inexpensive yet provide lots of value, including enabling improved interactive training / retention for responders. Even if a company doesn't think they need a new responder bag or system - we provide value in our refresher training scenarios or training system. And, prices start at only \$49!

[Think Safe specializes](#) in first aid and emergency response products and training equipment. If you are interested in distributing our products or would like to see a demo on our equipment, call us today at 888-473-1777.

AS IS

versus

SHOULD BE

First Aid “AS IS”



1. Major accident occurs
2. Victim is found unconscious and bleeding heavily
3. 9-1-1 plan is put in place and someone calls 9-1-1
4. Radio page goes out to all first aid responders
5. Nurse is notified, if any on site
6. First aiders respond to call and go to victim
7. Someone runs to grab supplies from closet (or kit) including PPE and basic medical supplies
8. First aiders and others assess scene and victim
9. First aiders put on gloves & PPE, if available
10. Someone grabs AED & fast response kit
11. Person that grabs AED radios that it is on way
12. Person with AED runs to scene
13. Someone remains on phone with 9-1-1
14. AED arrives on scene
15. CPR is initiated once proper PPE arrives
16. AED is turned on and applied to victim, if necessary
17. First aiders dig for PPE/supplies from first aid Kit or nearby closet (must run back and forth)
18. Confident first aiders (if any) give orders and continue to provide aid, based on 9-1-1 dispatch guidance
19. First aiders run for more supplies if needed
20. 9-1-1 arrives on scene and takes over
21. 9-1-1 does reassessment of victim
22. 9-1-1 interviews victim (if conscious) and others
23. Victim taken to hospital via ambulance
24. BBP cleanup supplies are obtained
25. Personnel go back to clean up the scene & record events
26. Scene is cleaned and event recorded
27. First aid supplies are restocked & inventoried or service called
28. First aid supplies are reordered or service called
29. AED Fast Response kit is inventoried & reordered
30. AED Fast Response kit is restocked by service or personnel
31. AED accessories are restocked and reordered
32. AED post event review is performed
33. AED & Fast Response bag put back in cabinet
34. BBP cleanup supplies are put away
35. Safety or nurse interviews all involved
36. Interviewer compiles notes into report
37. Report is shared with OSHA, etc.

38. Report is shared with trainer and MD, if any
39. Trainer or Medical Director determines if refresher training is needed if there are “lessons learned”
40. Medical Director reviews response plan and medical supplies if major trauma occurred
41. MD advises on better trauma supplies to purchase
42. Purchasing procures updated trauma supplies
42. Trauma supplies are put in place by safety lead
43. First aiders need to be trained on new supplies
44. Trainer prepares plan for “lessons learned” & new supplies
45. Trainer schedules training session
46. Trainer trains responders / first aiders
47. Trainer trains any who missed meeting at later dates or sends out email lesson to try to track

What are the odds that...

...the first aid or responder kits contain proper instructions for all traumas related to this incident?

...9-1-1 dispatch has most recent guidelines and proper coaching tools?

...first aiders and responders will retain all the skills they need for this incident?

...the responders won't have to dig & fumble for proper supplies in their kits or have less than 1 trip from/to the first aid closet?

...proper PPE & trauma supplies are in first aid closet or kit and are grabbed on initial run?

...an AED is on premises and has been checked for proper performance lately?

...all the proper restocking of PPE & medical supplies is done within the next 24 hours?

...good notes were taken, assessment forms were available & completed (to share w/EMS & Safety)?

...the trainer will get a refresher training prepared and scheduled within 48 hours of the event?

...most experienced responders are all gone to a meeting, sick or on vacation?

Can you eliminate these risks?

AS IS

versus

SHOULD BE

**First Voice™
“SHOULD BE”**



1. Major accident occurs
2. Victim is found unconscious
3. 9-1-1 plan is put in place & 9-1-1 called
4. Radio page goes out
5. Nurse is notified, if onsite
6. Closest responder or first aid-er to the alarmed cabinet and grabs First Voice/AED & all others respond to scene & victim
7. Cabinet alarm is activated when responder grabs First Voice system (and AED, if available); notifying employees in the area of emergency in process
8. Responder with bag runs to scene to treat victim
9. Those administering aid open First Voice system, pull color-coded prepackaged trauma pack with ALL appropriate PPE & supplies for event
10. First Voice Responder Handbook is opened and First Voice EID is turned on, if available, as a real-time skills reminder and confidence builder
11. All responders put on gloves & PPE from pack
12. CPR is initiated with CPR barrier from pack
13. AED is turned on and applied to victim
14. Nurse or responders give orders and perform assessment, while engaging 9-1-1 dispatch
15. Nurse & EMT's (if any) grab individual items from extra pockets of First Voice system as needed
16. Responder uses Emergency Intake form from First Voice system to take notes of event/interview
17. 9-1-1 arrives on scene and takes over
18. Responder shares notes of event & incident with EMS to allow for quicker transition
19. Victim taken to hospital via ambulance
20. BBP cleanup supplies are grabbed from First Voice
21. Personnel clean up the accident scene & record events
22. Used First Voice supply packs are reordered & nurse's & EMT's supplies are reordered
23. BBP cleanup supplies are restocked
24. AED accessories are restocked
25. AED post event review is performed
26. AED & First Voice system inventory inspection tag completed (after restocked) & put back in cabinet
27. Safety Director or nurse interviews all involved
28. Interviewer compiles notes & uses notes from event recorded by responder – increasing accuracy
29. Report is shared with OSHA, Medical Director, etc.
30. Report is shared with Trainer or Safety Director
31. Trainer or Safety Director determines if refresher training is needed if there are “lessons learned”
32. Trainer schedules 15 minute training session and can use First Voice EID & training packet for lesson plan
33. Trainer sends out an email to those absent; using EID & scenarios they can get update done during a 15 minute break. Short quiz handed in to prove refresher completion.

Be 100% certain that.....

...responders have proper instructions for all medical emergencies & injuries at your facility.

...first aiders and responders will retain skills and have confidence that they need for this incident.

...the nurse or responders won't have to fumble for proper PPE & medical supplies in their kits.

...proper PPE and trauma supplies are available immediately to those first on the scene.

...location specific notification is in place for emergency situations with the help of an alarmed cabinet.

...all the proper restocking of PPE & medical supplies is done quickly and effectively.

...good notes were taken and assessment forms were available & completed (for EMS handoff and Safety).

...the training resource at your organization will have immediate access to refresher training and be able to quickly pull together a skills recap for any “lessons learned”.

...even the most inexperienced responder or first aid-er in your volunteer responder group can respond with confidence and accuracy.

Contact us to find out more:



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